

1. (Amended) A method of processing a public safety call, comprising the steps of:

receiving the public safety call;

determining a geographic source ~~of~~ from which the public safety call originated;

identifying a plurality of public safety resources that serve the locale of the geographic source of the call where each resource of the plurality of public safety resources provides a different public safety service within overlapping geographic areas that surround the determined geographic source;

determining an environment of the geographic source of the public safety call;

identifying a resource of the identified plurality of resources to handle the public safety call based upon the determined source and environment of the call; and

forwarding the call to the identified resource.

2. (Original) The method of processing public safety calls as in claim 1 wherein the step of receiving the public safety call further comprises receiving the call as a switched circuit telephone connection at a local public switched telephone network central office.

3. (Original) The method of processing public safety calls as in claim 2 wherein the step of receiving the call as a switched circuit connection further comprises receiving ANI information along with the call.

4. (Original) The method of processing public safety calls as in claim 3 wherein the step of receiving ANI information further comprises composing a packet message containing the received ANI information for transmission to a Master Street Address Guide

database.

5. (Original) The method of processing public safety calls as in claim 4 wherein the step of composing the packet message further comprises retrieving an address from the Master Address Guide database.

6. ~~(Amended) The method of processing public safety calls as in claim 1 wherein the step of identifying a resource further comprises~~ A method of processing a public safety call, comprising the steps of:

receiving the public safety call;
determining a geographic source of the public safety call;
determining an environment of the geographic source of the public safety call;
identifying a resource to handle the public safety call based upon the determined source and environment of the call;
selecting a public safety attended position of the identified resource; and
forwarding the call to the identified resource.

7. ~~(Amended) The method of processing public safety calls as in claim 1 wherein the step of determining the environment further comprising~~ A method of processing a public safety call, comprising the steps of:

receiving the public safety call;
determining a geographic source of the public safety call;
determining an environment of the geographic source of the public safety call;

correlating the received public safety call with other received public safety calls from the environs of the determined geographic source;

identifying a resource to handle the public safety call
based upon the determined source and environment of the call; and
forwarding the call to the identified resource.

8. (Original) The method of processing public safety calls as in claim 1 further comprising receiving the public safety call as a packet message from an Internet connection.

9. (Amended) ~~The method of processing public safety calls as in claim 8 wherein the step of receiving the call as a packet message from an Internet connection further comprises~~ A method of processing a public safety call, comprising the steps of:

receiving the public safety call as a packet message from an Internet connection;

detecting and decoding the packet message to determine a geographical source of the packet message of the public safety call from a data field embedded within the packet;

determining an environment of the geographic source of the public safety call;

identifying a resource to handle the public safety call based upon the determined source and environment of the call; and
forwarding the call to the identified resource.

10. (Original) The method of processing public safety calls as in claim 9 wherein the step of receiving the call as a packet message from an Internet connection further comprises receiving a web telephony call.

11. (Original) The method of processing public safety calls as in claim 9 wherein the step of receiving the call as a packet message from an Internet connection further comprises receiving an e-mail message.

12. (Amended) ~~The method of processing public safety calls as in claim 1 wherein the step of forwarding the call further comprises~~
A method of processing a public safety call, comprising the steps of:

receiving the public safety call;
determining a geographic source of the public safety call;
determining an environment of the geographic source of the public safety call;
identifying a resource to handle the public safety call based upon the determined source and environment of the call; and
forwarding an Internet address of the caller to the identified resource.

13. (Amended) The method of processing public safety calls as in claim 12 wherein the step of forwarding an Internet address of the caller to the identified resource further comprises including a request to form an Internet telephony voice connection with the public safety caller.

A 14. (Original) The method of processing public safety calls as in claim 1 further comprising determining that the identified resource is inoperative and transferring the public safety call to another identified resource.

15. (Amended) Apparatus for processing a public safety call, comprising:

means for receiving the public safety call;
means for determining a geographic source ~~of~~ from which the public safety call originated;
means for identifying a plurality of public safety resources that serve the locale of the geographic source of the call where

each resource of the plurality of public safety resources provides a different public service within overlapping geographic areas that surround the determined geographic source;

means for determining an environment of the geographic source_of the public safety call;

means for identifying a resource_of the plurality of resources to handle the public safety call based upon the determined source and environment of the call; and

means for forwarding the call to the identified resource.

16. (Original) The apparatus for processing public safety calls as in claim 15 wherein the means for receiving the public safety call further comprises means for receiving the call as a switched circuit telephone connection at a local public switched telephone network central office.

17. (Original) The apparatus for processing public safety calls as in claim 16 wherein the means for receiving the call as a switched circuit connection further comprises means for receiving ANI information along with the call.

18. (Original) The apparatus for processing public safety calls as in claim 17 wherein the means for receiving ANI information further comprises means for composing a packet message containing the received ANI information for transmission to a Master Street Address Guide database.

19. (Original) The apparatus for processing public safety calls as in claim 18 wherein the means for composing the packet message further comprises means for retrieving an address from the Master Address Guide database.

20. (Amended) ~~The apparatus for processing public safety calls as in claim 15 wherein the means for identifying a resource further comprises~~ Apparatus for processing a public safety call, comprising:

- means for receiving the public safety call;
- means for determining a geographic source of the public safety call;
- means for determining an environment of the geographic source of the public safety call;
- means for identifying a resource to handle the public safety call based upon the determined source and environment of the call;
- means for selecting a public service attended position of the identified resource; and
- means for forwarding the call to the identified resource.

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21. (Original) The apparatus for processing public safety calls as in claim 15 wherein the means for determining the environment further comprising means for correlating the received public safety call with other received public safety calls from the environs of the determined geographic source.

22. (Original) The apparatus for processing public safety calls as in claim 15 further comprising means for receiving the public safety call as a packet message from an Internet connection.

23. (Amended) ~~The apparatus for processing public safety calls as in claim 22 wherein the means for receiving the call as a packet message from an Internet connection further comprises~~ Apparatus for processing a public safety call, comprising:
means for receiving the public safety call as a packet message from an Internet connection;

means for detecting and decoding the packet message to determine a geographical source of the packet message from a data field embedded within the packet message;

means for determining an environment of the geographic source of the public safety call;

means for identifying a resource to handle the public safety call based upon the determined source and environment of the call; and

means for forwarding the call to the identified resource.

24. (Original) The apparatus for processing public safety calls as in claim 23 wherein the means for receiving the call as a packet message from an Internet connection further comprises means for receiving a web telephony call.

X 25. (Original) The apparatus for processing public safety calls as in claim 23 wherein the means for receiving the call as a packet message from an Internet connection further comprises means for receiving an e-mail message.

26. (Amended) ~~The apparatus for processing public safety calls as in claim 15 wherein the means for forwarding the call further comprises~~ Apparatus for processing a public safety call, comprising:

means for receiving the public safety call;

means for determining a geographic source of the public safety call;

means for determining an environment of the geographic source of the public safety call;

means for identifying a resource to handle the public safety call based upon the determined source and environment of the call; and

means for forwarding an Internet address of the caller to the identified resource.

27. (Amended) The apparatus for processing public safety calls as in claim ~~15~~ 26 wherein the means for forwarding an Internet address of the caller to the identified resource further comprises means for including a request to form an Internet telephony voice connection with the public safety caller.

28. (Original) The apparatus for processing public safety calls as in claim 15 further comprising means for determining that the identified resource is inoperative and transferring the public safety call to another identified resource.

29. (Amended) Apparatus for processing a public safety call, comprising:

a call processor adapted to receive the public safety call;
a first database adapted to determine a geographic source of the public safety call;

a second database identifying a plurality of public safety resources that serve the locale of the geographic source of the call where each resource of the plurality of public safety resources provides a different public service within overlapping geographic areas that surround the determined geographic source;

an environment processor adapted to determine an environment of the geographic source of the public safety call;

a resource processor adapted to identifying a resource of the plurality of public safety resources to handle the public safety call based upon the determined source and environment of the call; and

a communication processor adapted to forward the call to the identified resource.

30. (Original) The apparatus for processing public safety calls as in claim 29 wherein the call processor further comprises a switched circuit telephone connection coupled between the call processor and a source of the public safety call.

31. (Original) The apparatus for processing public safety calls as in claim 30 further comprising an ANI register adapted to receive ANI information along with the call.

32. (Original) The apparatus for processing public safety calls as in claim 31 wherein the ANI register further comprises a PSTN processor coupled to the switch circuit telephone connection and adapted to compose a packet message containing the received ANI information for transmission to a Master Street Address Guide database.

33. (Original) The apparatus for processing public safety calls as in claim 32 wherein the PSTN processor further comprises geographic source register adapted to retrieve an address from the Master Address Guide database.

34. (Amended) ~~The apparatus for processing public safety calls as in claim 29 wherein the resource processor further comprises~~
Apparatus for processing a public safety call, comprising:
a call processor adapted to receive the public safety call;
a first database adapted to determine a geographic source of
the public safety call;
an environment processor adapted to determine an environment
of the geographic source of the public safety call;
a resource processor adapted to identifying a resource to
handle the public safety call based upon the determined source

and environment of the call;

an automatic call distributor adapted to select a public service attended position of a municipality identified by the resource processor; and

a communication processor adapted to forward the call to the identified resource.

35. (Amended) ~~The apparatus for processing public safety calls as in claim 29 wherein the environment processor further comprises~~ Apparatus for processing a public safety call, comprising:

a call processor adapted to receive the public safety call;

a first database adapted to determine a geographic source of the public safety call;

an environment processor adapted to determine an environment of the geographic source of the public safety call;

a correlation processor adapted to correlate the received public safety call with other received public safety calls from the environs of the determined geographic source;

a resource processor adapted to identifying a resource to handle the public safety call based upon the determined source and environment of the call; and

a communication processor adapted to forward the call to the identified resource.

36. (Original) The apparatus for processing public safety calls as in claim 29 further comprising an Internet connection adapted to receive the public safety call as a packet message.

37. (Amended) ~~The apparatus for processing public safety calls as in claim 36 wherein the Internet connection further comprises~~ Apparatus for processing a public safety call, comprising:

a call processor adapted to receive the public safety call as a packet message;

a packet processor adapted to detect and decode a geographical source of the packet message from by comparing a data field embedded within of the packet with a content of a first database;

an environment processor adapted to determine an environment of the geographic source of the public safety call;

a resource processor adapted to identifying a resource to handle the public safety call based upon the determined source and environment of the call; and

a communication processor adapted to forward the call to the identified resource.

38. (Original) The apparatus for processing public safety calls as in claim 37 wherein the packet processor further comprises a web telephony processor adapted to receive a web telephony call.

39. (Original) The apparatus for processing public safety calls as in claim 37 wherein the packet processor further comprises an e-mail processor adapted to receive an e-mail message.

40. (Amended) ~~The apparatus for processing public safety calls as in claim 29 wherein the communication processor further comprises~~ Apparatus for processing a public safety call, comprising:

a call processor adapted to receive the public safety call;

a first database adapted to determine a geographic source of the public safety call;

an environment processor adapted to determine an environment of the geographic source of the public safety call;

a resource processor adapted to identifying a resource to

handle the public safety call based upon the determined source and environment of the call; and

a communication processor adapted to compose an Internet packet composed by the communication processor and adapted to forward including an Internet address of the caller and to forward the composed packet to the identified resource.

41. (Amended) The apparatus for processing public safety calls as in claim 29 40 wherein the Internet packet further comprises a data field adapted to include a request to form an Internet telephony voice connection with the public safety caller.

42. (Original) The apparatus for processing public safety calls as in claim 29 further comprising a configuration processor adapted to determine that the identified resource is inoperative and transfer the public safety call to another identified resource.
